





CEO's Quarterly Highlights Report Quarter 3, 2018/2019



*"Delivering on the Vision:
Australia's most sustainable region
– healthy, smart, creative"*

Message from the Chief Executive Officer

It's been a great start to the year for our healthy, smart, creative region, with historic awards, major milestones and impressive levels of service delivery for our community.

For the first time, Sunshine Coast has been named as one of the world's Top7 Intelligent Communities by the prestigious Intelligent Communities Forum. This award recognises global leaders in smart technology and innovation, and best models of economic, social and cultural development.

We are the only Australian community to gain this recognition this year— along with communities in the USA, Canada and Taiwan. This is an outstanding achievement not only for Council but for our entire community—our submission included contributions from 27 local businesses and organisations, and outlined 20 council initiatives. Most excitingly, this places us in the running for number one, which will be announced later this year.

In line with our 'intelligent community' profile, this quarter we've made it easier for investors to connect with local business opportunities through our new Invest Sunshine Coast app. We also used, for the first time, an innovative drone technique to undertake a parking survey in Mooloolaba. This will provide better data and assist with operational planning.

The Sunshine Coast Council Corporate Plan 2019-2023 was endorsed by Council during

the quarter. The corporate plan aligns the goals and pathways to objectives over the next five years (2019-2023), placing a stronger emphasis on how council is interacting with and delivering for the community. The corporate plan will help council ensure the region is well equipped to meet the needs and expectations of a growing population by pursuing five key goals: fostering a strong community; maintaining a healthy environment; creating a smart economy; a commitment to service excellence, and; an outstanding organisation.

Another highlight of the quarter was the release of *Adventure Sunshine Coast*, Australia's first online trail guide to our great outdoors. The mobile-friendly website showcases more than 150 free walking, riding and paddling activities, and is set to transform the Sunshine Coast adventure scene. I hope to see many more residents and visitors getting out there, getting active and exploring our beautiful natural environment.

I'm always amazed when I look at the number and breadth of services we deliver each quarter. I'm sure you will too so please read on to find out more and see how council continues to deliver excellence through service for our community.

Michael Whittaker

Michael Whittaker
Chief Executive Officer
Sunshine Coast Council

A smart economy



\$2.99 million

in revenue for Sunshine Coast holiday parks.



251

businesses accessed specialist advice and information.

Six events saw 367 participants benefited from services provided by Council through its Regional Economic Development Strategy.



38,803

guests attended 13 major events, which generated approximately \$14 million in economic activity for the region.

Delivery of Council's services

Economic development

Sunshine Coast Airport Expansion

The Sunshine Coast Airport Expansion Project is on schedule and on budget. This quarter the Design and Construct Contractor, John Holland completed:

- airside works in the Western Apron area, demolishing existing stormwater services, removing topsoil and pavement, and proof rolling
- placement of Fine Crushed Rock in the apron area north-west of the terminal.

Council, the Sunshine Coast Airport and Airservices Australia have started joint stakeholder engagement on the flight path and airspace design. A number of community information sessions have been held and will continue through to mid-April 2019.

Council finalised all the conditions of the Federal Government Sunshine Coast Airport Expansion Project Concessional Loan and received the first drawdown.

Regional Economic Development Strategy

Regional business growth is a key driver of increased employment opportunities. During the quarter, an investment aftercare event was held with those who have invested in new local business, business relocations and business expansions. These events are used to:

- maintain contact with existing investors
- provide information about other investment opportunities to encourage further investment or investment referrals.

Council also launched a new mobile app *Invest Sunshine Coast* that provides ready access to investment information and can be used to make investment referrals.

Recognised as a Top7 intelligent community

In February, the Sunshine Coast was recognised by the global Intelligent Community Forum (ICF) as one of the Top7 Intelligent Communities of 2019 and is now vying for recognition as the World's No. 1 Intelligent Community alongside communities from Canada, Taiwan and the United States of America.

The Top7 Intelligent Communities represent models of economic and social transformation in the 21st Century, exemplifying best practices for other communities in:

- broadband deployment and use
- workforce development
- innovation
- digital inclusion
- advocacy.

#SCRIPT

#SCRIPT is a collaboration between Council and 31 regional partners, including the University of the Sunshine Coast University, local entrepreneurs, businesses and community members dedicated to growing innovation and business capacity on the Sunshine Coast. The group has prepared a full-service level agreement for presentation to the Innovation Centre Board to ensure the successful delivery of the \$1 million Innovation Program funding through the Innovation Centre.

Study Sunshine Coast

Study Sunshine Coast recruited 10 volunteer Student Ambassadors from a range of countries including Argentina, Australia, Canada, India, the Philippines, Spain and Sweden. This program aims to promote the Sunshine Coast as an education destination for local and international students.

New crowd record

A new crowd record of 10,680 attendees was set at the NRL trial game between the Titans and the Cowboys held at the Sunshine Coast Stadium in February.

Food trade show

The region's largest food trade show, *Meet the Makers*, attracted 65 exhibitors and more than 400 trade representatives, including major buyers.

Holiday parks

Revenue for holiday parks was \$2.99 million. The decrease compared to the same period last year is attributed to the Easter holiday break falling in quarter 4 in 2019.

A strong community



42,575
people attended community events at Council's venues



50,353
spectators attended 30 sporting events at Council's facilities



175
community grant applications received, allocating \$365,294 for the quarter



101,268m²
total area of roads delivered, valued at \$4.52 million this quarter

Delivery of Council's services

Community & cultural development & partnerships

Community events

Council conducted many community events, including:

- Sunshine Coast Australia Day Awards
- Australia Day Citizenship Ceremony
- The Women of Bankfoot House Exhibition and Public Program Launch for International Women's Day.

Creative incubator

The Refinery, a creative incubator designed to transform ideas into sustainable businesses was launched and 30 applicants signed up in the first five days.

Council partnered with SunCentral Maroochydore and the Sunshine Coast Creative Alliance, both committed to growing creative industries in the Sunshine Coast region, to curate the event.

Youth Action Plan

Work through Council's Youth Action Plan saw the:

- appointment of 15 Youth Advisory Group members
- launch of a youth-led community podcast.

Cultural engagement

Council consulted with Traditional Owners and the broader First Nations community in relation to Council's next Reconciliation Action Plan, our Community Engagement Framework, and Community Strategy.

Voices of Harmony

Council's Voices of Harmony event shared the regional messaging that 'everyone belongs on the Sunshine Coast'.

To empower multicultural individuals and leaders to be more involved, Council delivered a mentoring program to support the planning and delivery of the Voices of Harmony event—these connections are still enduring.

Community venues and sporting facilities

Community venues

Venue 114 held the first of its four newly created *In Conversations* events, with almost 300 attendees. More than 320 events were delivered at the venue during the quarter.

Major sports facilities projects

The sport and fitness industry generates significant economic activity in the Sunshine Coast each year. The following key sports precinct projects were progressed during the quarter:

- Stage 2 of the new Regional Tennis Centre at Central Park, Caloundra, valued at \$3.5 million, included the development of a new club house facility and the start of the carpark expansion. Works are expected to be completed in the later part of 2019.
- The first stage of the \$2.4 million upgrade to the Maroochydore Multi Sports Complex is underway. It will meet current and future demands for AFL and netball facilities, enhance female participation and ensure the Sunshine Coast can attract and host elite level AFL games.
- As part of the Meridan Sports Development Project stage 2, two new AFL ovals with field lighting are nearing completion and carpark and change room construction are scheduled to be completed by November 2019.

Sunshine Coast Stadium

The Sunshine Coast Stadium amenities and canteen facility were completed. Over the quarter the venue hosted the following new events:

- Sunshine Coast Gympie Rugby League 47th Battalion Carnival

- Wishlist Fun Run
- Flight Board Sunshine Coast
- National Schools Triathlon.

Attractions and events

Other events over the quarter included the:

- Mooloolaba Triathlon
- Queensland Oztag Junior and Senior State Cups
- National Outrigger Sprint Titles
- Caloundra triathlon
- Queensland Cricket Under Age Championships
- MX Nationals 2 Stroke Titles.

Disaster management

Response to weather events

Council coordinated the planning and preparation for a number of weather events, including severe storms, king tides and Tropical Cyclone Oma.

While the region held up quite well, Council responded to a range of impacts associated with Tropical Cyclone Oma:

- most coastal lake systems were opened to manage lake level impacts upstream
- 17 turtle nests were relocated
- coastal rectification work was undertaken.

Repair work is underway to restore coastal infrastructure which sustained damage.

Request for assistance

Council also responded to a request for assistance from the Local Government Association Queensland to provide support to the Richmond and Flinders Shires after the North Queensland flooding disaster. Three employees were deployed to assist these communities to conduct damage assessments of their region and initiate recovery efforts.

In addition to providing assistance and relief to these communities, Council employees gained valuable field experience which will assist our future operations and disaster planning.

Lifeguards

Statistics for the second quarter of the 2018/19 year are:

- 189 rescues
- 824 first-aid actions
- 73,664 preventative actions.

Roads, cycleways and pathways

Condition surveys

Detailed Asset Condition Surveys are currently underway for the pathway network and timber bridges. These surveys will inform future funding profile requirements and identify the capital renewal program projects.

Bus shelter maintenance

Our in-house fabrication team completed 203 work order requests, which included the installation of 85 metres of handrails across Witta and restoration of 60 bus shelters across the region.

Road network management

Engineering design

Delivery of engineering design continued to track positively with a number of approvals given by State agencies, allowing designs to be finalised.

The number of design projects has grown from 62 at the beginning of the year to 97. Of the 57 already completed, 12 were finalised in quarter 3.

Mooloolaba parking survey

Council engaged a contractor who used a new innovative drone technique to undertake a parking survey in Mooloolaba during January 2019. The drones improve efficiency by taking high-quality images at more frequent intervals and providing a better data record than the previously applied manual approach.

This information is essential in planning operational management requirements and the need for future car parking spaces. Surveys will also be completed in a low period to understand seasonal variations.

Memorandum of Understanding (MoU)

Council unanimously endorsed the Memorandum of Understanding with the Department of Transport and Main Roads in March 2019. The memorandum acknowledges a 'one-network' and a partnership approach to best resolve Caloundra's transport challenges. The memorandum sequences projects to optimise benefits, recognises State and Council Controlled Road Network interdependencies and provides an opportunity to attract State Government investment.

Stormwater drainage

An additional 2260 meters of pipe network CCTV inspection and condition rating was undertaken during the quarter.

A contract for Level 2 culvert condition inspections is underway to assess an additional 145 large culverts, and recommend any necessary remedial works. These more detailed inspections look at structural condition and are usually triggered by concerns raised during previous inspections.

A healthy environment



1389 hectares
of landscape and garden beds
maintained



454
wheelie bins of weeds removed by
412 volunteers with the Community
Nature Conservation Program,
contributing 2097 volunteer hours



8843 hectares
managed for conservation under
Sunshine Coast Land for Wildlife
program

Delivery of Council's services

Beaches, foreshores, coastal infrastructure and canals

Over the quarter:

- the second year of the survey program for the Marine Species Migration Project was progressed at a range of locations across the region. A total of 52 surveys identified 15 jellyfish species and over 20 other microscopic marine species.
- 1689 community members and students participated in a range of marine debris clean-up activities on our region's beaches.
- Council implemented an access permit system at Outrigger Park for commercial marine operations (including Council/ State works) to address community amenity concerns.
- one of the higher nesting seasons of the Turtlecare program closed with a total of 68 nests being monitored.

Bushland conservation and habitat

Over the quarter:

- 13 new Land for Wildlife properties were registered, bringing the total to 1112 (872 registered and 240 working towards) with 8839ha being managed for conservation
- 88 Landholder Environment Grants with a value of \$277,068 were approved, contributing to a total project value of \$700,915
- a new Voluntary Conservation Agreement was made. This brings the total to 80, protecting 1222ha. Four more agreements are in advanced stages of negotiation.

Volunteering

Over the quarter:

- 412 people volunteered with the Community Nature Conservation Program, contributing 2097 volunteer hours (equates to \$62,910 in labour value), with 3539 native plants installed and more than 454 wheelie bins of weeds removed
- Nambour State College planted 300 saplings at Quota Extension Park, Nambour
- two corporate plantings occurred, one with Stroud Homes (200 saplings), the other with Fulton Hogan Seymour Whyte Joint Venture Offset—Bruce Highway upgrade (100 saplings)
- a successful community event 'Clean-up for the Hatchlings' was celebrated at La Balsa Park after 735 community members removed 718 kg of rubbish from 18 sites extending from North Bribie to Coolum.

The education centres

There was a 12% increase in visitation across the three education centres:

- Maroochy Regional Bushland Botanic Garden,
- Mary Cairncross Scenic Reserve
- Maroochy Wetlands Sanctuary

The Mary Cairncross Scenic Reserve BioBlitz brought scientists, researchers, artists and the community together to focus on the biodiversity of the trees found at the reserve.

Recreation parks, trails and facilities

Playgrounds and park infrastructure

In response to customer requests and routine maintenance, Council completed 1140 playground and 746 park infrastructure maintenance jobs across the region during the quarter.

Rivers, streams, estuaries and water bodies

During the quarter, Council worked with:

- Mary River Catchment Coordinating Committee (MRCCC) on bank stabilisation and revegetation projects
- HQ Plantations regarding riparian vegetation management and protection in leasehold areas which is important for maintaining the health of waterways.

Sustainable growth and network planning

Nomination for Biosphere

Council is leading a nomination for the region to be recognised by UNESCO as a biosphere and has started community engagement.

A biosphere is a special place where responsible development and people living sustainably sits alongside active conservation. UNESCO Biosphere credentials will support, protect and enhance our economy, lifestyle and environment for future generations.

Maroochydore

Proposed Amendment No.2 to the Maroochydore Priority Development Area aims to increase residential density from 2000 to 4000 dwellings. It was publicly notified from 23 November 2018 to 14 January 2019.

A submissions report is currently being prepared and will be considered by Council before it is referred to the Minister of Economic Development Queensland (EDQ) for final consideration.

Caloundra South

Council is working closely with EDQ and the Developer on all planning and infrastructure matters associated with Caloundra South.

More than 1479 dwellings in the Baringa suburb are complete and occupied. Over the quarter, dwelling completion rates fell from

approximately 45 to 27 per month (based on plumbing final approvals).

Construction of the Baringa Community Facility is scheduled for completion early May 2019. Caloundra Community Centre Inc. successfully tendered for the management and operation functions of the centre.

Coastal Hazard Adaption Strategy

Community consultation for the development of the Sunshine Coast Coastal Hazard Adaptation Strategy has started.

The purpose of this consultation phase is to provide the community with an opportunity to share their collective experiences and knowledge of our coastline, as well as what they value and how it has changed over time.

Nominations are also being sought for the Community Advisory Group. It will be independently chaired by Professor John Martin, Emeritus Professor at La Trobe University, and will inform the development of the strategy.

Service Excellence



88%
of development applications
assessed within statutory
timeframes



71,100
customers assisted through the
development and customer
contact centres



1348
building approvals issued with a
construction value of \$275 million



2272
building and plumbing
applications decided

Delivery of Council's services

Cemeteries

A review of the Sunshine Coast Cemetery Plan 2012–2027 has started. It includes an extensive stakeholder engagement phase to support Council's commitment to providing cemetery services that are responsive to the region's population growth, changing cultural diversity and emerging end of life preferences.

The capital program projects progressed this quarter include:

- renewed fencing at Caloundra Cemetery
- shelter and seating at Yandina Cemetery
- installation of burial beams at Beerwah and Kulangoor cemeteries.

Customer and community relations

Pet education

Over the quarter, 2235 new animals were registered and 42% of the 246 animals impounded were reunited.

Education programs continued delivering:

- the *Australian Veterinary Association* PetPEP program
- pet owner starter packs, developed to educate new pet owners through pet shops, veterinarians and at pop-up events.

Customer satisfaction

Council received a:

- 4.75 out of 5 rating for customer satisfaction
- Net Promoter Score (NPS)¹ of 41.

¹ NPS is a measure of customer's advocacy of Council with an index ranging from -100 to 100.

Development services

Market activity was down for the quarter compared to the same quarter in 2017/18, with a 6% decrease in development applications. There has been a higher proportion of complex applications due to site constraints and planning scheme requirements. Despite these complexities, 88% of applications were assessed within the statutory timeframes.

Harmony development, Palmview

Council granted preliminary approval of Area B (Living Choice) of the Harmony community, within the Palmview Major Development area at the January Ordinary Meeting. The Area B site is approximately 194.8ha with a development footprint of 53.5ha. Under the proposal, it will accommodate up to 2751 people in 1190 dwellings and provide:

- a Local Activity Centre
- 155.3ha of non-urban open space
- 10.5ha of Regional Recreational Park
- 4.7ha of land for a state school
- 4.5ha of land for a private school
- 2.2ha of local recreation parks
- 3,000m² of land for a local community facility.

Development.i

Development.i continues to empower the community to be informed with a high number of users. The number of registered email alerts reached over 5700, compared to 2000 in the first quarter. There has also been a number of council's interested in getting access to the product for their communities.

The public have also been utilising the Development Information Site Reports, with over 4000 free reports being generated per week, an increase of approximately 30%.

Property management

Building and facilities assets management

A Building Management System (BMS) was installed at:

- Venue 114 in January to control and monitor the heating, ventilation, and air conditioning system throughout the venue. The BMS control strategies are already reducing energy costs and will be reportable in the coming months.
- Mary Cairncross Scenic Reserve Discovery Centre in March. The fire system, sewage treatment system and rainwater storage levels are now monitored and an automated email alert is triggered if set thresholds are breached or if the water filtration system is blocked.

Public health

Biosecurity education

Biosecurity Queensland and other government agencies have shown an interest in Council's development of a Biosecurity Communication and Education Strategy to inform the delivery of education programs over the next three years.

Waste and resource management

Council achieved a waste diversion rate of 36%. Of the 70,228.68 tonnes of waste received, 25,011.41 tonnes of waste were recovered.

Regional waste management facility

Council has signed a Memorandum of Understanding with Unitywater, Moreton Bay Regional Council and Noosa Council to undertake a feasibility study for a regional waste management facility (or facilities) located within the region of the three councils. The feasibility study will cover waste collection, storage, processing and sorting/reuse across the three council areas, with a view to identifying Alternate Waste Treatment technologies that will reduce the amount of waste currently being disposed of to landfill.

An outstanding organisation



1
award received during the quarter



\$56.2 million
or 70.75% of the total purchasing spend for the quarter was to local business (73.1% for the year to date)



3800
additional rates notices issued by email as a result of the 'Win Your Rates' competition.

This will save Council on average \$7,600 per annum in postage and printing costs.

Delivery of Council's services

Awards

Award for Community Engagement

In March 2019, Council received the award for Community Engagement for the Maroochy Groyne Field Renewal Project, which is designed to protect the Cotton Tree precinct from significant erosion.

Given as part of the Australian Coastal Councils Association Inc. annual Australian Coastal awards, these awards:

- raise community awareness of the importance of the coastal zone
- encourage coastal planning and management practitioners to strive for excellence.

Financial and procurement services

First interim audit

Council achieved all the Queensland Audit Office's (QAO) measurable milestones for the first Interim Audit.

Solar Farm

The Solar Farm generation was 2.9GWh in January, 2.5GWh in February and 2.3GWh in March. Average peak export price was \$108/MWh for January, \$90 /MWh for February and \$90/MWh for March.

Over its life to date, the solar farm has generated 48GWh and avoided emissions of 38,400tCO₂.

Asset management

The strategic asset management solution CONFIRM went 'live' this quarter. It was rolled out to Council's Public Art assets in February. The twelve stages of implementation for the organisation will be achieved over the coming 9 months.

Governance

Corporate Plan

The Sunshine Coast Council Corporate Plan 2019–2023 was endorsed at the Ordinary Meeting on 28 February 2019 and published on Council's website on 3 April along with an informative video. The new Corporate Plan will inform the 2019/20 Operational Plan.

Human resource management

Workplace Health and Safety

In January Council was audited by the Office of Industrial Relations, this included a review of Council's systems, strategies, facilities, reporting and training. The audit was satisfied with a range of work health and safety requirements and further details will be within the final report due to be released by the end of April.

Information and communication technology

Adventure Sunshine Coast

Adventure Sunshine Coast, Council's website that connects the public to outdoor adventure options was launched on 27 March. There was a wave of community interest with the majority of the free guided adventures scheduled for the week of 8 April fully booked.

Traineeships

Council offers traineeships to provide young people and disadvantaged job seekers an opportunity to gain a nationally recognised qualification and work experience through 12 months paid employment.

Twelve traineeship positions were advertised this quarter, and Council was pleased with an increase of applications compared to previous years.